Using Alabama Medicaid's AVRS System

In response to the destruction resulting from Hurricane Katrina, the Alabama Medicaid Agency is allowing out of state providers not enrolled in the Alabama Medicaid Program the ability to verify eligibility for Alabama Medicaid recipients via our Automated Voice Response System (AVRS).

The Alabama Medicaid Automated Voice Response System (AVRS) enables providers to access information regarding recipient eligibility. Bordering states should dial 1 (800) 727-7848. States not bordering Alabama may access the AVRS by dialing 1 (334) 215-0111 and pressing 5 after the prompt.

When dialing 1 (800) 727-7848 to access AVRS, the system supplies the following greeting:

> *Good morning (good afternoon, or good evening). Welcome to the Alabama Medicaid Voice Response Inquiry System.*

If the system is unavailable, the following message plays:

> *The Alabama Medicaid Voice Response Inquiry System is currently unavailable. Please call back later or call the Provider Assistance Center at 1 (800) 392-5741 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.*

If AVRS is available, follow the steps below:

Step	Action
1	Call the appropriate number as listed above.
2	Select the eligibility option by pressing the #3.
3	Enter **Provider number 100002110**, followed by the # sign.
4	Enter a valid Alabama Medicaid recipient number, followed by the # sign. Ex: 000123456789
5	Eligibility date, either for the current month (simply press the pound (#) sign) or for a previous month for which you must enter the date in mmccyy format, followed by the # sign.
6	AVRS verifies the data you entered (except for the patient account number) and returns a message if the recipient is not eligible for the eligibility dates entered. If the recipient is eligible, you may choose from the following options, as prompted by AVRS:

7	If the recipient is eligible, you may choose from the following options, as prompted by AVRS: • Press 1 for eligibility information • Press 2 for benefit limits • Press 3 for other insurance • Press 9 to return to the Main Menu • Press 0 to speak with a Provider Assistance Center representative (please note that the Provider Assistance Center is available during normal business hours only)

Note: To cancel a transaction, press *99# at any prompt. AVRS will return to the main menu.